Georges Laham

Beirut, Lebanon• +961 71707330 • Georges.lahham@outlook.com

SUMMARY

I am looking forward to a long, prosperous career, with challenging responsibilities and ever-growing experience; this was and is still an aim for my professional experience and work. I believe that my qualifications and experience will help me obtain and maintain professional relations among my colleagues as well as my managers. I would like to be a part of a team in a dynamic enterprise to add my experience and apply my skills and knowledge for the welfare of the company.

WORK EXPERIENCE

Jun 2023 – Present **Passenger Services -Middle East Ground Handling**

- Greeting passengers and guiding them through the check-in process.
- Ensuring that passengers' baggage meets the required weight and size regulations.
- Printing boarding passes and tagging luggage.
- Providing assistance and information to passengers regarding their flights.
- Handling any issues or discrepancies that arise during the check-in process.
- Working closely with the ground handling team to ensure smooth operations at the airport counter.

Dec 2022-Dec 2023 **Admin Officer at INCO, United Arab Emirates & Qatar**

- Managing office supplies and inventory.
- Handling correspondence and documentation.
- Coordinating with various departments for administrative support.
- Assisting in the organization of company events and meetings.
- Providing administrative support to senior management.
- Managing and organizing office files and records.

Sep 2019 – Mar 2021 **Salesman at VIP, Bekaa, Lebanon**

- Assisted customers in finding the right clothing and accessories.
- Provided excellent customer service by addressing inquiries and resolving issues.
- Maintained a clean and organized store environment.
- Handled cash transactions and operated the point-of-sale system.
- Assisted in managing inventory and restocking merchandise.
- Contributed to creating attractive product displays to drive sales.

Feb 2018 – Mar 2019 **Team Assistant at UNHCR (The UN Refugee Agency), Beirut, Lebanon**

- Developed and maintained effective working relationships with the refugees in the dedicated Zone.
- Conducted research regarding refugees in the dedicated zone, gathered information from multiple sources and presented results.
- Assist in the execution of the approved plan to support refugees.
- Execute work within deadlines and ensure projects were completed on time.
- Worked flexible hours, weekend, and holiday shifts.

Sep 2017 – Dec 2017 **Data Entry Officer at Caritas Lebanon- UNICEF project, Beirut, Lebanon**

- Completed Data Entry Tasks with speed and accuracy.
- Maintained ongoing communication with relevant departments to confirm accurate data delivery
- Organized, sorted and checked input data against original documents.
- Managed documents by organizing forms, making photocopies, filing records, preparing correspondence and creating reports.
- Created reports based on up-to-date data to inform business decisions

EDUCATION

Jun 2020 **Beirut, Lebanon**

- Lebanese Baccalaureate certificate - Economic&Sociology section

ADDITIONAL INFORMATION

- **Technical Skills:** Skills: Excellent communication and listening - Strong negotiation and persuasion abilities - Customer relationship management - Product knowledge and fashion expertise - Adaptability and ability to work well under pressure - Positive attitude and enthusiasm - Teamwork and collaboration - Time management and organizational skills
- **Languages:** English, French, Arabic.
- **Certifications:** Personal Trainer.
- **IT:** Proficient in Microsoft Office, including Outlook, Excel, PowerPoint, Word, and Access.

COURSES

- Behavioral Finance — Duke University (Coursera)
- Google Digital Marketing and e-Commerce — Duke University (Coursera)

References

Available on Request